



HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 14 - 065

OPEN TO: All Interested Candidates/All Sources

POSITION: Visa Information Assistant, FSN-8; FP-6
(Salary approx. Tk. 68,000 per month)

OPENING DATE: October 28, 2014

CLOSING DATE: November 10, 2014 (before 4:30 p.m.)

WORK HOURS: Full-time; 40 Hours/5 days per week

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

U.S. Embassy Dhaka is seeking applications for the position of **Visa Information Assistant**, for its Immigrant Visa (IV) Unit at the Consular section.

BASIC FUNCTION: The incumbent is one of the three immigrant visa (IV) unit Information Assistants and is responsible for answering correspondence and enquires by e-mail, telephone, or in-person concerning all categories of



immigrant visas. Executes all procedures associated with the processing and printing of immigrant visas. Performs important fraud detection functions. Performs other duties as assigned.

MAJOR DUTIES AND RESPONSIBILITIES:

A. Visa Information Services:

- Serves as the IV Unit's principal interface with the public including American citizen petitioners, beneficiaries, attorneys, employers, and other interested parties.
- S/he fields a significant number of inquiries regarding the status of specific cases in all categories of immigrant visas, including Immediate Relative, Family Preference, Diversity Visa and employment-based visas.
- Responds to inquiries in person, by mail, e-mail, or by telephone in both English and Bengali using form templates and individually drafted correspondence.
- Demonstrates a strong grasp of the relevant elements of the Immigration and Nationality Act (INA), including Patriot Acts and Child Status Protection Act, and be able to explain these laws as they apply to individual cases to the public. If necessary, the employee consults with the IV supervisor or adjudicating officers on very complex cases.
- Ensures that all written correspondence on immigrant visa issues is answered in a timely and responsive manner. Responsible for the prompt delivery of mass mailings and response to Congressional inquiries.

B. Immigrant Visa Processing and Production:

- Executes all procedures associated with the processing and printing of IV applications, including fraud screening and detection, photo-capturing, finger scanning, applicant pre-screening, security clearance processing, and printing of approved visas and passport pass back to applicants.
- Responsible for following correct Departmental Standard Operating Procedures for all types of visas. Possess a thorough knowledge of all IV-related computer and filing systems. Controls print functions, prepares IV, and Diversity Visa (DV) applications for printing, prints Machine Readable Immigrant Visas (MRIVs), pastes visas in passports and conducts Quality Assurance (QA) on printed visas.
- Assembles IV and DV packets per DHS rules and regulations and deliver these to the applicants along with appropriate instructions as required. Maintains IV visa files accurately, as well as quickly retrieving cases for fingerprint and interview and filing cases that have been fingerprinted,



interviewed and refused. Completes all assigned tasks with a high degree of accuracy and within prescribed time deadlines.

- Responsible for following correct Departmental Standard Operating Procedures for infrequently seen specialized Immigrant Visa cases of I-130 Petitions, Special Immigrant Visas (SIV), Returning Residents (SB1), Employment-based Follow-To-Join (I-824) cases, IV Waivers and Adoptions. Processes unusual or complex immigrant visa cases and makes recommendations to the IV supervisor and adjudicating officers.

C. Assistance and Support to Adjudicating Officers:

- Serves as an interpreter for American adjudicating officers during visa interviews on a daily basis. Serves as the initial screen to detect visa fraud, including impostors and false documents.
- Alerts the adjudicating officer to evidence of documentary, identity, age, or relationship fraud or unusual circumstances. Draws on in-depth knowledge of local culture and customs to help the Officer understand cases in their social and economic context.
- Provides adjudicating officers with information relating to background checks and security clearance requirements.

D. Direct Customer Service:

- Provides applicants and their families with information concerning requirements and procedures for applying for all types of visas processed by the Section.
- Prescreens IV cases, independently advises applicants of supplementary documents required when necessary, and alerts the IV supervisor and adjudicating officers with respect to missing documents and to cases requiring special handling or attention.
- Assists applicants in obtaining and completing requisite application forms and documents; and makes recommendations concerning applicant readiness for visa interview.
- Advises applicants with respect to U.S. immigration formalities after their admission to the U.S.

QUALIFICATIONS REQUIRED:

- 1. Education:** Minimum three years bachelor's degree is required. *(You must attach a copy of your bachelor's degree certificate along with your application form.)*



- 2. Language Proficiency:** Level IV (Fluent) speaking/reading in English and Bangla is required. Ability to write English at the U.S. high school graduate level is required. Serve as Bangla interpreter for English-speaking colleagues. English and Bangla language proficiency will be tested.
- 3. Prior Work Experience:** Minimum two years of administrative experience with at least one year in consular work is required.
- 4. Knowledge:** Must possess thorough understanding of Bangladeshi culture and social environment; knowledge and demonstrated ability to effectively explain complex visa policies and procedures to seniors, peers, subordinates and members of the public; advanced ability to use sophisticated, proprietary consular software, e.g., NIV, INK, IVO and CCD.
- 5. Skills and Abilities:** Must be able to perform duties effectively and tactfully in a high pressure workplace; must demonstrate well-developed team skills and contribute to a collegial work environment and must possess expert interpersonal skills. Must possess advanced oral and written English language communications skills.

SELECTION PROCESS:

It is essential that candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.



5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold a security clearance.

TO APPLY:

Interested candidates for this position must submit the following for consideration of the application:

1. Form DS-174, "Universal Application for Employment as a Locally Employed Staff or Family Member" (UAE). **This form must be completed in English.** You may fill in the answers on a computer and print it, or print a blank copy and fill it out by hand.

[Application Form](#)

2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

All Bangladeshi applicants must complete the application form and must attach the following documents; if you do not attach the below mentioned documents, your application will be considered incomplete and will not be processed further:

- I) A passport size photograph (taken within six months), and**
- II) A copy of Passport or Voter ID or Driver's License, and**
- III) A copy of educational or trade school certificate as required.**

Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.



SUBMIT APPLICATION TO:

Human Resources Office

Attention: HRO

Address: Embassy of the United States of America
Madani Avenue, Baridhara
Dhaka – 1212

All candidates must submit the **Universal Application for Employment form** DS-174 either by regular mail (postal service) **or**, deliver by Hand to the South barrier of the U.S. Embassy. **Please do not send applications via fax.**

Blank application forms are also available at the South barrier of the U.S. Embassy (near the Nepal & Vatican Embassy) and at our internet website at <http://dhaka.usembassy.gov/> (Go to “About Us” and click on “Job Opportunities”)

POINT OF CONTACT:

Human Resources Assistant

Telephone #885-5500 (between 10am to 11am Sunday through Thursday)

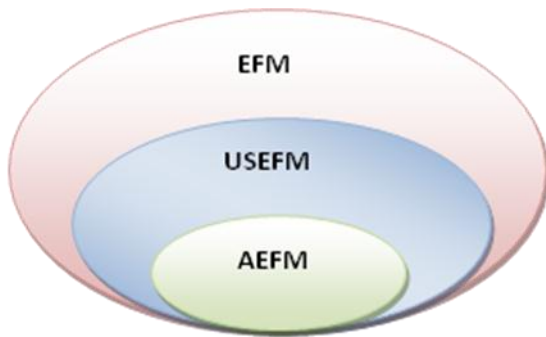
CLOSING DATE FOR THIS POSITION: November 10, 2014

The U.S. Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.



Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,



Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.



A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Cleared by:

HRO: x
CONS: x
FMO: x